

This listing of claims replaces all prior versions, and listings, of claims in this application.

Listing of Claims:

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1. (Currently Amended) A system for transacting business comprising:
a dispatch division for receiving information related to a problem experienced by a customer; and ~~the dispatch division~~ for deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;
a computer accessible by the technician to initiate a communication with the company via a communications network when the technician receives ~~receiving~~ a request from the customer for a transaction different from the problem;
the technician ~~having a computer that receives account information related to the customer from the company over a communications network;~~ and
wherein the company, in response to the communication from the technician, transmits account information related to the customer over the communication network, and the technician uses the information related to the customer to generate a customer request and communicates the customer's request to the dispatch division using the communications network; and, wherein the technician uses the computer to communicate the customer's request to the dispatch division
wherein the computer includes an application that is running on the computer that is executed by the technician for providing a list of products, services or features that are available to the customer.

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2. (Original) The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.

3. (Original) The system according to claim 1, wherein the communications network is wireless.

4. (Original) The system according to claim 1, wherein the communications network is wire line.

5. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to the technician's supervisor.

6. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to a sales division.

7. (Original) The system according to claim 1, wherein the transaction includes the sale of a service.

8. (Original) The system according to claim 1, wherein the transaction includes the sale of a product.

9. (Original) The system according to claim 1, wherein the customer's account information is automatically updated to include the transaction.

10. (Currently Amended) The system according to claim 1, wherein the information is related to the customer includes customer account information.

11. (Currently Amended) A method for transacting business comprising the steps of:

- receiving information related to a problem experienced by a customer;
- deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;
- initiating a communication with the company over a communications network by the technician by accessing a computer when the technician receives ~~receiving~~ a request from the customer for a transaction different from the problem;
- sending account information related to the customer to the technician via a communications network from the company in response to the communication from the technician; the account information being sent in a form configured for use by a computer associated with the technician; and
- receiving details of the transaction from the computer associated with the technician via the communications network; the details being in a computer generated form,

wherein the computer includes an application that is running on the computer for providing a list of products, services or features that are available to the customer.

12. (Currently Amended) The method according to claim 11, wherein the communications network is the communications occur over a wireless communications network.

13. (Currently Amended) The method according to claim 11, wherein the communication network is the communication occur over a wire line communications network.

14. (Currently Amended) The method according to claim 11, further comprising sending an electronic mail message ~~sent~~ to the supervisor of the technician, wherein the electronic mail message includes including information related to the transaction.

15. (Currently Amended) The method according to claim 11, further comprising sending an electronic mail message ~~sent~~ to a sales division, wherein the electronic mail message includes including information related to the transaction.

16. (Original) The method according to claim 11, wherein the transaction includes the sale of service.

17. (Original) The method according to claim 11, wherein the transaction includes the sale of a product.

18. (Original) The method according to claim 11, further comprising a step of automatically updating the customer account information with information related to the transaction.

19. (Original) The method according to claim 11, wherein the information related to the customer is customer account information.

20 - 21. (Canceled)

22. (Currently Amended) The system according to claim 1, wherein at least one field associated with the an application running on the computer is self-populated.

23 - 24. (Cancelled)

25. (Currently Amended) The system according to claim 1, wherein at least one field associated with the an application running on the computer ~~associated with the technician~~ is self-populated.